

Sprint PCS has abominable customer service relative to billing questions. I quit Sprint on Dec. 13, 2000 for that reason. I then received erroneous billings which they admitted to and promised to correct. Instead of doing the same they doubled the mistake and billed me again. They again agreed to correct it but charged my credit card the new erroneous amount without my authorization. I again contacted them (only by luck since you cannot reach them if you do not have your old phone number and it is even more problematic if they have reissued your old number to a new unfortunate subscriber) and again received assurances that they would reverse all charges. A new bill appeared this month and they are still dunning me for the original charge and the mistake they have made. Sprint PCS does not appear competent to operate a wireless business and should be penalized. I have spent at least 20 uncompensated hours with Sprint covering billing questions and I question their competency. If this problem is indicative of typical service, consumers are being compromised by Sprint having a license to do business.

Thank you in advance.